

Smart Metering Entity (SME) Licence Order Working Group Meeting Minutes – Meeting #8 – September 8th, 2016

Representative	Organization	In attendance	Regrets
Doug Thomas	IESO, Steering Committee	X	
Sorana Ionescu	IESO, Steering Committee	X	
Mag Wadie	IESO, Co-Chair	X	
Michel Provost	Hydro Ottawa, Co-Chair	X	
Jim Murphy	IESO, WG Project Manager	X	
Gissella Lopez	IESO, WG Scribe	X	
Anita Joshi	IESO, Legal Counsel	X	
Adrian Pye	IESO, Regulatory Affairs		X
Krista Perry	Guelph Hydro	X	
Rob Rohr	Horizon	X	
Tracy Manso	Entegrus	X	
Jennifer Gordon	Halton Hills Hydro	X	
John Dunne	Hydro One	X	
Sally Barakat	Hydro Ottawa		X
Kevin McCauley	Kingston Hydro		X
Eddie Augusto	Powerstream	X	
Andy Armitage	Thunder Bay Hydro		X
Warwick Tichbon	Toronto Hydro	X	
Kevin Myers	Veridian	X	
Marianne Blasman	Waterloo North Hydro	X	
Geoff Visentin	Fortis Ontario	X	
Afreen Khan	EDA	X	
Justin Rangooni	EDA		X
Viive Sawler	OEB	X	
Irina Kuznetsova	OEB	X	
Richard Lanni	OEB	X	
Michael Beare	Ministry of Energy		X
Ryan Zade	Ministry of Energy	X	
Tim Short	Enbridge Gas		X
Tim Catton	Union Gas		X

Review of the Agenda and Meeting Objectives

- The Co-Chairs reviewed the agenda; it was approved with no changes.

Review and Approval of Minutes from Meeting # 7

- The Working Group accepted the minutes with no additional comments.

SME Synchronization Testing Update

- The code required for the implementation of the new fields was deployed on August 2nd, 2016, three days ahead of schedule.
- A number of LDCs began testing and feedback was received by the SME, some LDCs requested a process to allow the crush of occupant changes, i.e. making the effective StartDate/Time of the occupant change equal to its effective EndDate/Time. LDCs found that they were unable to correct previously synchronized occupant changes by the way of crushes. It had been agreed prior to code design and deployment that it was not required allowing crushes for occupant changes, however during testing, LDCs found that this was not consistent with the way their systems managed other elements in the MDM/R posing a technical discrepancy for some of them.
- After an internal review of the feedback received, the SME developed and internally tested new code to allow for occupant changes to be crushed i.e. making the effective end date of the record equal to the start date via synchronization, effectively allowing LDCs to consistently correct previously synchronized data across all data elements.
- The new code was deployed to the MDM/R Sandbox environment on September 8th and LDCs were encouraged to add this scenario to their testing efforts.
- As indicated since the beginning of this project, the new MDM/R code will be deployed on October 1st, allowing LDCs to start the synchronization of the new data elements as of that date. In addition, the SME will mask the Premise Address and City fields in the MDM/R Production environment as of October 1st.

LDC Implementation Plan Survey Results

- Responses from all LDCs were gathered through the survey or through follow up calls by the SME. The following is the schedule, as indicated by LDCs, for when they intend to synchronize the new data elements with the MDM/R Production environment:
 - 7 LDCs in October
 - 40 LDCs in November
 - 20 LDCs in December
- Given the submitted plans the SME does not envision the need of further discussions with the majority of the LDCs, the SME will work closely with the 10 largest LDCs to ensure their files are submitted on different days.
- While the MDM/R is able to handle variations from the above projected schedule, the SME requested that LDCs update their projected schedule, if it deviates from their responses to the survey, via Service Desk tickets to facilitate a smooth transition.
- LDCs mentioned that, once they start synchronizing the new elements, it would be beneficial to receive data compliance reports, aside from the regular synchronization reports, to address any issues promptly. LDCs are particularly interested in any non-compliance with the Postal Code field prior to January 1st, 2017.
- The SME will be looking into the issuance of regular reports, as early as October 1st and no later than the end of October 2016, to help LDCs monitor their progress.
- Following an LDC question about the code freeze that generally occurs in December, it was clarified that this code freeze does not impact the ability of LDCs to synchronize the new data elements.

Third Party Access Implementation Plan Update

- The principles guiding the Third Party Access Implementation Plan and the high level content of the Plan were presented to the LDCs.
- The SME announced that a contract was signed with Privacy Analytics for Stage 2 of their engagement with a targeted completion by September 2017. During this stage they will conduct a Re-identification Risk Determination Service using 6-months of collected data. They will also review and provide feedback on the IESO's Third Party Access Framework.
- The SME explained the importance of creating a Data Governance Model ("the Model") in the context of creating the Third Party Access framework and implementation plan. The guidelines provided by the Data Governance Institute (DGI) are being considered as part of the model that the SME plans to develop, in consultation with LDCs and other stakeholders. The DGI is a recognized entity that suggests a series of components for a data governance model geared to help organizations manage enterprise data appropriately.
- The Model would enable the SME and LDCs to Identify, Assess, Resolve and Monitor data anomalies. Data quality is an important element to reach the value of data analytics and the decisions that might be derived from the data, and as such awareness of data quality needs to be promoted.
- It was asked by a member if the processes would apply to archived data, and which cross checks, thresholds and monitors would be in place. The SME explained that the details of the processes and their scope will be defined and discussed with participation of the LDC community; these discussions would take place during the 2017 phase of the Third Party Access implementation plan.
- LDCs recognized the importance and sensitivity of the data governance project proposed by the SME. The meeting attendees agreed that establishing smart routines, setting quality controls, monitors, alerts and defining the actions required to correct data anomalies and prevent their re-occurrence requires a collaborative effort between the SME and the LDC community.
- The SME presented a draft of the high-level Third Party Access processes defined that will be included in the Implementation Plan.
- LDCs inquired if the SME would include processes to check permission management practices, data destruction/expiration conditions, rules applicable to data requested by organizations outside of Ontario, or Canada. It was clarified by the SME that the detailed processes will need to include those considerations and additional ones, enforced through legal agreements or through procedures, balancing security with availability. To determine which detailed elements need to be part of the processes, the SME will use the recommendations from the Privacy expert consultant, in addition to incorporating best practices from other industries.

- The SME shared more details on the Implementation Plan that spans from 2017 to 2018, framed along the following periods:
 - Q1 2017 - Q3 2017 : Phase to refine the implementation plan
 - Q2 2017 - Q2 2018: Phase focusing on Testing, Validation and Evaluation of the Plan
 - Q1 2018 - Q4 of 2018: Full Implementation of Third Party Access

Some activities overlap over the quarters, and it was explained that the purpose is to gradually build the project, the detailed implementation plan has 5 phases and more detailed layers.

- A member inquired about the process to address customer concerns from the implementation of third party data access and what type of support would be in place for the communication strategy to customers; the SME explained that it can be part of a team effort to create a consistent and clear message to customers, but ultimately LDCs will need to be prepared to share with their customers the context of this project and any data related inquiries. It was agreed that the communication strategy would be discussed during the earliest phases of the implementation plan.
- A question was raised about who are the potential users of the third party access services, their level of interest in this service, the sets of data that will be requested and if they are willing to pay for it, and gathering any information that gives validity to this endeavour. The SME mentioned that it is clear that the OEB and the Ministry of Energy have a number of requests, and a number of data requests from other entities have been received overtime, including examples of use cases from the LDCs, so the SME will require time to conduct further analysis to better understand the type of requests, volumes and if there will be a cost recovery aspect
- The SME encouraged all present organizations to continue sending the nature of the data requests they receive, which helps provide a better understanding of the needs of Third Parties and guide the design of the program to better serve them.
- A member inquired about the future of this Working Group, the SME explained that meetings will be maintained as scheduled until the end of January; however once the license renewal application is submitted, there will be more time for this Working Group to define its next steps.

Communication Calendar Update

- Communication activities are on schedule.
- A webinar scheduled in September was cancelled, since a Province Wide LDC event would take place on Sept 9th.
- The upcoming SME Steering Committee meeting will be hosted by Waterloo North Hydro Inc.

Project Timeline Status Update

- All project tasks are on schedule.

LDC Event – Enhancing the Value of Data

- The upcoming LDC event was presented to the Working Group as an opportunity to share important initiatives, celebrate the successes of the joint efforts of LDCs and the SME throughout the years, and reflect on the upcoming challenges and opportunities around the value of data.
- The SME intent is to continue organizing these events (regional, local road shows) as avenues to maintain the visibility, transparency and collaboration between the SME and the LDCs.

Meeting Conclusions, Next Meeting Planning

#	Date	Action
1	On going	LDCs to continue sending their data access request use cases to the SME
2	On going	LDCs to continue providing testing feedback and updating the SME if changes to their implementation plans occur
3	On going	LDCs to prepare any frequently asked questions by customers or that might be asked by customers related to third party data access. LDCs to involve the EDA Communicators Council, if needed. The SME offered to assist in the development or review of the material.
5	End-November	SME to design and issue reports by the end of October about the new data elements with frequency up to Jan 1 st and beyond if necessary.

Next Meeting: October 6th, 2016	Time: 8:30 am	Location: 120 Adelaide St West, Toronto
---	----------------------	--